

# *Elders Central Gold Coast*



**Real Estate**



## *Information Guide for Today's Property Management*

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# Introducing

## Elders Central GC

*“Property Management has become a specialised field with vast legal implications. The need to have a property managed by a professional property management team is now more important than ever!”*

*At Elders Central GC our policy is to provide Our clients with a standard of service that is second to none.*



There are many advantages to you as an owner/investor in engaging a Property Manager to manage your investment. The following pages outline some of the more important reasons for utilizing the services provided by Elders Central GC.

### **Legalities:**

Agents involved in Property Management (and owners who manage their own properties) must act within the guidelines of certain Acts of Parliament, the main Acts being:

- Residential Tenancies Act (1994)
- Property Occupations Act (2015)
- Property Law Act
- Trade Practices Act
- Racial Discrimination Act

Elders Central GC will act in your best interests, legally, as well as ethically at all times.

Elders Central GC has the ability, enthusiasm and professionalism to ensure that your investment returns are maximized whilst alleviating much of the onerous and sometimes unpleasant tasks associated with managing a rental property.

This guide is intended to give you sufficient information to emphasise that it is in your best interest to have your property comprehensively managed on a full time basis.

We would welcome the opportunity to discuss our services with you in detail.

# *Elders Central GC*

## *Sales & Rentals Family*



In November 2008, Peter Taggart was approached by the Elders group to join them & run an Elders office. For almost 10 years Peter has now run Elders Central GC successfully with a large rental portfolio & strong sales team. Peter is also the current sitting member & Queensland Representative for the Elders National Training & Marketing Committee within the Elders Group.

The opening of the new modern & spacious office in Varsity Lakes office in 2016 plus the office winning the Qld Property management growth of the year awards in 2016, Plus Property Manager of the year award is a testament to Peter's strong business ethic & sales & managerial experience.

Peter & the Elders Central GC team sells around \$80 million of real estate every year. There is no doubt that everyone in the team is a proven performer and leader in the industry in the Central Gold Coast area. Their reputation of being able to do the job quickly, professionally & achieve a great result for their owners & Landlords is second to none.



# Team Profile



Peter Taggart  
**Owner & Licensee**  
Tasks: Accounts, End of month payments



Angelique Ray  
**Property Manager**  
Tasks: Office Manager.  
2015 National winner –Outstanding Achievement in Property management.



Linda Newland  
**Property Manager**  
Tasks: Business Development



Naomi Baber  
**Property Manager**  
Tasks: Property management.



Mikaela Rutter  
**Property Manager Assistant**  
Tasks: Property management.



Izzy Swan  
**Adminsitration**  
Tasks: Sales & Rentals admin & Assistance

# Office Profile

## **ABOUT ELDERS**

Elders Real Estate is one of the largest real estate networks in Australia today with over 175 years of service, 320 offices and a network of overseas offices. Elders is the Longest running Real Estate company in Australia & well placed to service its clients locally, nationally and internationally.

Australian real estate continues to undergo rapid and significant changes... in fact Elders has been moving with change from the time Alexander Elders founded the company in 1839.

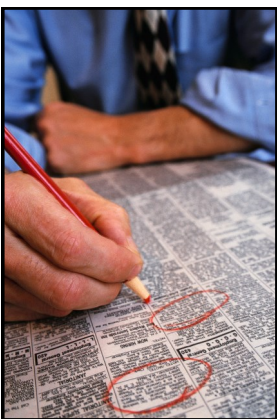
Elders recognize that our local community is continually looking for traditional and honest customer service. With the changing face of technology within the service industry, specialised personal services backed by professional and innovative marketing skills will be the major focus on which Elders is firmly committed.

There is no better example of this commitment to offering the local community professional advice and service than Elders Central GC where the local people benefit from an enthusiastic and professional team.

## **IT'S ALL PART OF THE SERVICE**

1. We listen, then carry out a detailed rental appraisal of your property.
2. We can prepare a written report and provide you with recent rental returns on local properties
3. We can prepare a comparative market analysis
4. We will provide a regular update on your property's enquiry level
5. We have over 400 offices and an internet site to help rent your property
6. We follow up and nurture each and every enquiry until we secure a suitable tenant for you
7. We plan carefully and work systematically
8. We consult with you through every step of the tenancy selection process
9. Our Team (pictured) deliver results to you

# *Promoting your Property to* **PROSPECTIVE TENANTS**



Elders Central GC constantly markets your investment on the internet and through our office. The office is usually the first point of contact for many prospective tenants because:

- We maintain a high profile providing an office with signage, internet sites, marketing and position.
- Tenants call our office from advertisements listed on: [www.realestate.com.au](http://www.realestate.com.au) & [www.eldersrealestate.com.au](http://www.eldersrealestate.com.au)
- Prospective tenants receive quality service. New tenants in the area are offered maps, lists of properties, application forms etc.
- After qualifying prospective tenants, we give them a short list of properties to look at. We then make an appointment with them to inspect the property. At no time will keys be given out.
- Every day your property is vacant, the returns are decreasing and our aim is to give you the maximum return possible.
- Should we need to advertise your property, when notified that it will become vacant, the cost of any advertising will be charged at the Elders Central GC discount lineage rate.

# Selecting the **RIGHT TENANT**

*We are particularly Discerning when it comes to maintaining the quality of tenants for our managed properties.*

We will not compromise our reputation of providing clients with the most suitable tenants to lease their properties.

Elders Central GC philosophy is to always be critically selective with tenants. Our aim is for you to have a worry free tenancy.

Our detailed screening process aims to establish that tenants can meet the responsibilities of the General Tenancy Agreement. Tenant selection is in accordance with laws covering discrimination, residential tenancies and privacy.

We keep you informed of applications so you can take part in the selection and decision process.

As a member of the Tenancy Information Centre of Australia, (an Australia wide database providing information on defaulting tenants) we source up to date information on their application.





# Tenancy

# AGREEMENTS

*Once a tenant is selected, their obligations are explained in full during an interview at the time of signing the lease.*

Residential Tenancy Agreement forms approved by the Real Estate Institute of Queensland are used, as they contain all the necessary clauses and conditions that protect your property and investment, and comply with the current Residential Tenancy Act.

In addition to a copy of the executed approved items schedule, tenants are provided with the current Residential Tenancy Act documents:

1. Essential Terms and Conditions
2. Information Booklet
3. Condition Report and Inventory
4. Tenant Kit

Before a Tenancy Agreement expires, we will contact you for approval to renew the agreement and undertake regular rent reviews.

As part of our property service we will organize and attend to all necessary paperwork using the prescribed form from the Residential Tenancy Authority and the REIQ.

Tenants are provided with 24 hour emergency contact numbers for plumbers and electricians, either those nominated by the Lessor or our own qualified trades people.



# *Bond &* *RENTAL PAYMENTS*



## ***BOND***

A bond, equivalent to four (4) weeks rent, is collected and forwarded to the Rental Bond Authority, which holds the bond and disburses it at the termination of the tenancy. No bond is released until we are completely satisfied with the condition of the property.

## ***RENTAL PAYMENTS***

All rental monies are payable by the tenant in advance and monitored every day to ensure that rent is paid promptly.

Late payments are monitored daily and followed up with direct phone contact, letters and, after seven days, a “Notice to Remedy Breach” is issued as the relevant Act allows. More often than not this action encourages tenants to pay their rent when it’s due and the Breach is rectified.

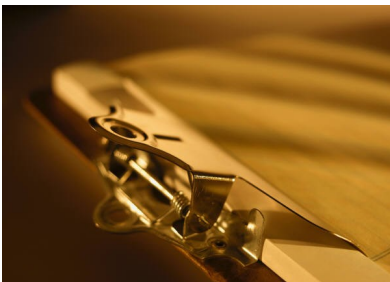
Should the breach not be rectified in the specific time, procedures as set down by the Residential Tenancy Act are followed.

We offer our tenants bank deposit books for ease of payment where they can pay at any Bank of Queensland. Tenants are also able to electronically transfer their rent from their account into our trust account.



# Our SERVICES TO YOU

*Regular Inspections are a major part of how we care for your investment property. We have a reputation for being both thorough and strict—an advantage to you, the client, and the incoming tenant.*



Prior to each tenant's occupancy, a condition report is prepared that details all aspects of the property including inventory, if applicable, including a full photo Report.

Routine inspections of your property are made regularly depending on your needs and legislative requirements. Following each routine inspection, you will receive a comprehensive report on the overall condition of the property.

The purpose of the inspections are two-fold:

1. Firstly to bring to your attention any immediate maintenance needs and;
2. Secondly, to inform you of any preventative maintenance or refurbishment that may be beneficial. Owners can then forecast and budget accordingly for any upgrading work suggested in the report.

Neglect of minor repairs can often lead to major expenditure and the loss of a good tenant. Our attention to maintenance will ensure that problems are resolved quickly, by qualified trades people and at a reasonable price with a limit determined by you.

When tenants vacate the property we carry out a final inspection ensuring that they leave it in an acceptable condition. Bonds will not be released until all parties are satisfied.

# *Payments &* *STATEMENTS*

*To help maximize your rental return, we ensure payments are forwarded to you promptly each month.*



Payments of rental monies are made directly into your nominated account or building society account as cleared funds. These payments are made at the end of each month.

Our accounting system is fully computerised using the best Property Management package currently available in Australia. Itemised statements are forwarded at times of payment, either via email or post. This statement will show all rental income and payments made on your behalf.

Statements will also have copies of invoices attached.

Council rates and body corporate levies are just some of the accounts that can be paid on your behalf from received rental monies.

An additional statement is prepared for you at the end of each financial year. It provides specific details of all income and expenses for your property for the financial year and is of great benefit with your tax return preparation, relieving you from presenting your accountant with mountains of receipts and individual statements. The cost of this statement is absolutely free!

# *Rent*

# *REVIEWS*

*We want your investment working for you.*

*That's why your tenancy agreement is closely monitored to ensure you gain full advantage of current rental market trends.*

Our property managers constantly monitor the rental pricing market and review the rental amount prior to the expiration or renewal of each Tenancy Agreement.

This allows us to apply increases in line with the current market ensuring that the yield from your property does not lag behind its potential.

We want to ensure that you achieve the highest return possible on your property investment.

Our staff will contact you on these occasions to present the options available and make a recommendation that is best for you and your property.

# *Landlord Protection* **INSURANCE**

*Whilst we make every effort to ensure that the tenant we have selected is going to be the right tenant, unforeseen circumstances can change the ability of a person to pay rent or cause them to act in a way that is totally out of character.*

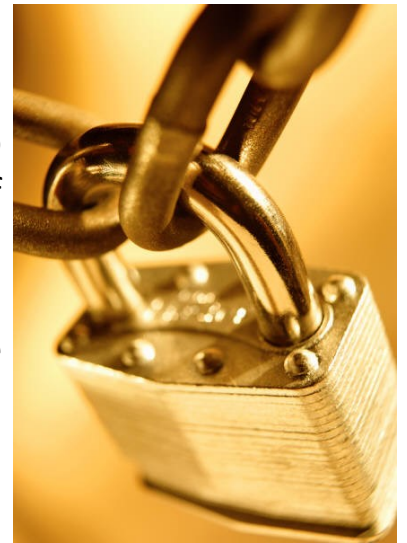
At Elders Central GC we understand that insuring properties you own but don't live in can be a complicated process.

That's why we suggest a comprehensive 'Landlord Protection Policy' tailored to protect the owners of investment properties.

Especially designed to alleviate any concerns you may have regarding financial loss as a result of a tenant's actions, these policies can take the place of your current contents insurance policy with many extras and additional benefits.

It is recommended that Lessors contact their insurance company for details of suitable protection.

For your interest and information, Elders Central GC have brochures available for recommended Landlord Protection policies.



# Communication with OUR CLIENT

*We recognize that some Lessors do not wish to be notified of the minor management aspects of their property, whilst other Lessors wish to be kept abreast of every detail. We can assist with your requirements.*

Personal requests for a level of communication about the day-to-day management aspects of your property are welcome.

We are able to easily cater for properties owned by more than one Lessor, by a company or by an individual.

Statements, appropriate accounting and reports can be dispersed for any number of Lessors for an individual property.

To ensure our communication can be kept at its highest standards, it is essential to keep us up to date with all current contact means — mobile numbers, email addresses, postal addresses etc.



# *Water Meters*

## *We Invoice the Tenants for water usage!*

*We want your investment working for you.*

*That's why the tenancy agreement is closely monitored as to the water consumption & the water meter is read quarterly.*

Our property managers constantly monitor the water consumption of each Tenancy Agreement.

The meter is read at entry & exit of tenants & invoices sent out to the tenants to pay. Plus we will collect water usage during the tenancy.

Water rates notices are now sent quarterly, so as soon as you supply as a copy of the notice, will invoice the tenant for you. The tenant then has 30 days to pay this.

As a new tenant goes in, the water meter is read & then they are billed purely on a user pays basis.

The current rate collected is \$3.81 per kilolitre used.

The only rules set down for this by the RTA is that the property must be individually metered & that water saving devices must be attached to all outlets.

This is another special service that Elders Central GC offers to help increase your bottom line return on your investment.



# Entry & Exit

# CONDITION REPORTS



We use the latest technologies available today to do routine, entry & exit reports. Our property managers have an iPad & can enter, download & send you copies all at the same time.

Your property is protected as to what condition the property is in at the time of tenancy. When it is time for the exit report to be taken, the file can be accessed for any discrepancies that may occur.

***DO YOU GET THIS SERVICE WITH YOUR CURRENT PROPERTY MANAGER???***

Elders Central GC keeps you up to date with each inspection of your investment. As inspections are completed, a full report will be mailed to you.

# Management FEES

*Fees for the management and letting of residential properties reflect the quality and level of service we offer*



Our fees are in accordance with the scale of fees set out in the schedule of the PAMD Act. All fees and charges below are tax deductible.

For Properties with a rental value above \$400 per week..

## Monies Collected & Management Fee:

**TOTAL: 7.0 % of Rent collected +GST**

This is deducted from the rent collection each month. Please note that GST applies to the rent collection commission and has not been included above.

## Letting Fee:

One weeks rent payable with each new letting plus GST.

## Incidentals & Postage & Petty or Admin Fee:

Most offices charge per statement or Admin fee of \$5.50 per month. The fee is deducted to cover costs involved with bank charges, transfers, postage and telephone calls, letters to tenants, accounting software for your tax requirements etc.

Provided you are will to receive all statements & correspondence by email,

**We WILL NOT charge for Statement or Admin, it is FREE!**

# *In*

# CONCLUSION

*We are a Service Industry - your financial well being is our highest priority.*

**Experience the Difference**

This information booklet is not intended to be exhaustive with regard to all of the property management services offered by Elders Central GC.

However, it is intended to give you sufficient information to emphasize the importance of having your property comprehensively managed on a full time basis by qualified, competent staff.

Our close-knit team works in harmony to ensure the needs of all those we come into contact with are fully met and exceeded.

Individually and collectively, this is a specialised team focused totally on ensuring that your investment is working for you.

Elders Central GC continues to grow by personal referrals from our clients. We are dedicated to providing every customer with service of the highest standard and exceeding expectations.

We believe that we offer our clients an unparalleled service that is second to none on the Central Gold Coast & Hinterland areas.

Through constantly monitoring our business and refining staff development and training, we will consolidate our position as the most responsive team of Property Managers in our trade area.